

STATUTORY NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS - Policyholder Protection Rules (PPR)

IMPORTANT: PLEASE READ CAREFULLY - DISCLOSURE AND OTHER LEGAL REQUIREMENTS

(This notice does not form part of the Insurance Contract or any other Document)

As a short-term insurance policyholder, or prospective policyholder, you have the right to the following information:

PLEASE NOTE: AON South Africa (Pty) Ltd and Biddulphs Removals and Storage SA (Pty) Ltd are registered Financial Service Providers

FSB Licence number 20555 (AON) & FSB Licence Number 9432 Biddulphs Removals & Storage SA (Pty) Ltd

1. ABOUT THE INTERMEDIARY (INSURANCE BROKER):

1.1 Name, physical address and postal address and telephone nr.

1.1.1 Head Office - AON South Africa (Pty) Ltd

Telephone Nr: 0860 100 404

E-mail: info@aon.co.za

1.1.2 Compliance Officer - AON The Compliance Officer

Telephone Nr: (011) 797 4456

1.1.3 Service Office - AON South Africa (Pty) Ltd | PRETORIA

Address: 189 Rooiberg St, N4 Gateway, Willow Park Manor Ext 65, PTA

Telephone Nr: (012) 803 0245

E-mail: yolandie.hartmann@aon.co.za

Website: www.aon.co.za

1.2 Legal status and any interest in the insurer.

We are a Proprietary Limited Company. We have no financial interest in the insurer being proposed

1.3 Whether or not in possession of professional indemnity insurance.
We have professional indemnity insurance.

1.4 Detail of how to institute a claim.

1.4.1 Goods in Transit Policy – Southern African moves: Claims must be notified to your nearest Biddulphs branch within 7 days of the loss occurring.

1.4.2 Marine Policy – Overseas moves: Claims must be notified to the service office listed above within 15 days of the loss occurring.

1.5 Rand amount of fees and commission payable. R200 per R1,000

1.6 Written mandate to act on behalf of insurer.

We have the appropriate mandate from the insurer and act without supervision.

2. ABOUT THE INSURER:

2.1 Name, physical and postal address and telephone numbers.

(See schedule below)

2.2 Telephone number of compliance department of the insurer.

(See schedule below)

2.3 Details of how to institute a claim and/or complaint. Claims should be instituted as stated above. To lodge a complaint you may contact the Compliance Officer of the relevant insurer shown in the Schedule of Insurers reflected below.

2.4 Type of policy involved. Goods in Transit / Marine

2.5 Extent of premium obligations you assume as a policyholder.

You agree to pay the premium. The amount of the premium is shown in the quotation to you.

2.6 Manner of payment of premium, due date of premiums and consequences of non-payment.

2.6.1 Payment is required prior to the move commencing. Non payment of the premium will result in goods being held in 'storage until payment is made.

2.6.2 All premiums are inclusive of 15% VAT

3. OTHER MATTERS OF IMPORTANCE:

3.1 You must be informed of any material changes to the information referred to in paragraph 1 and 2.

3.2 If the information in paragraphs 1 and 2 was given orally, it must be confirmed in writing within 30 days.

3.3 If any complaint to the intermediary or insurer is not resolved to your satisfaction, you may submit the complaint to the registrar of short term insurance.

3.4 Your insurer may not cancel your insurance merely by informing your intermediary. There is an obligation to make sure the notice has been sent to you.

3.5 You are entitled to a copy of the policy free of charge, within 31 days of commencement. Details of any policy exclusions or limitations are reflected in the attached policy conditions.

3.6 You will always be given a reason should there be a repudiation of your claim.

3.7 Relationship between Biddulphs and Guardrisk

3.7.1 Please note that this Policy is subject to a cell captive relationship between Guardrisk and Biddulphs, as a result of a shareholder and subscription agreement concluded between Guardrisk and Biddulphs, whereby Biddulphs is entitled to share in the profits and losses generated by the insurance business. Guardrisk may distribute dividends, at the sole discretion of its Board of Directors, to Biddulphs during the existence of the Policy. This will not have an impact on your premium.

3.7.2 Therefore, this is an arrangement whereby Guardrisk shares equity with Biddulphs through a shareholding arrangement and provides Biddulphs a vehicle through which to write Biddulphs insurance risks.

3.7.3 Biddulphs is the binder holder and intermediary performing the marketing, administration and claims services.

4. WARNING:

4.1 Do not sign any blank or partially completed application form.

4.2 Complete all forms in ink.

4.3 Keep all documents handed to you.

4.4 Make note as to what is said to you.

4.5 Don't be pressurised to buy the product.

4.6 Incorrect or non-disclosure by you of relevant facts may influence an insurer on any claims arising from your contract of insurance.

5. PARTICULARS OF NATIONAL FINANCIAL OMBUD SCHEME:

For advice in the event of claims or service related matters.

Postal Address: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7700 OR 110 Oxford Road, Houghton Estate, JHB, 2198

Telephone Nr: 0860 800 900

E-mail: info@nfosa.co.za

Website: www.nfosa.co.za

6. PARTICULARS OF THE FINANCIAL SECTOR CONDUCT AUTHORITY:

If any complaint to the Intermediary or Insurer is not resolved to your satisfaction, you may submit the complaint to the Financial Sector Conduct Authority.

Postal Address: PO Box 35655, Menlo Park, Pretoria, 0102

Telephone Nr: (012) 428 8000

E-mail: info@fscs.co.za

7. PARTICULARS OF FINANCIAL ADVISORY AND INTERMEDIARY SERVICES PROVIDER (FAIS) OMBUSMAN:

The Ombudsman is available to handle complaints regarding the financial services that are provided if these complaints are not handled satisfactorily by the financial services provider (intermediary).

Postal Address: PO Box 41, Menlyn Park, 0063

Toll-free: (012) 762 5000

Share call: 0860 663 274

E-mail: info@faisombud.co.za

8. PARTICULARS OF THE INFORMATION REGULATOR:

The Information Regulator is available to handle complaints relating to the use of Personal Information.

Postal Address: PO Box 31533, Braamfontein, JHB, 2017

Telephone Nr: (010) 023 5200

E-mail: POPIAComplaints@info regulator.org.za

9. SCHEDULE OF INSURERS (HEAD OFFICE'S):

9.1 Guardrisk Insurance Company Limited

(where applicable, see policy schedule)

Physical Address: The MARC, Tower 2, 129 Rivonia Road, Sandton, JHB, 2196

Telephone Nr: (011) 669 1000

(Includes the Compliance Department)

Website: www.guardrisk.co.za

9.2 AIG South Africa Ltd

(where applicable, see policy schedule)

Physical Address: 88 Stella Street, Sandown Mews, Sandton, 2196

Telephone Nr: (011) 551 8000

(Includes the Compliance Department)

Website: www.aig.com

9.3 Santam

(where applicable, see policy schedule)

Physical Address: 1 Sportica Crescent, Tyger Valley, Bellville, 7530, Cape Town

Telephone Nr: (021) 915 7000

(Includes the Compliance Department)

Website: www.santam.co.za

9.4 SASRIA (South African Special Risk Insurance Association)

(where applicable, see policy schedule)

Physical Address: 36 Fricker Road, Illovo, Sandton, 2196

Telephone Nr: (011) 214 0800

(Includes the Compliance Department)

E-mail: contactus@sasria.co.za

Website: www.sasria.co.za

FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT (NO 37 OF 2002)

General Information: The Financial Advisory and Intermediary Services Act (FAIS) requires compliance by Product Suppliers (insurers) and Financial Services Providers (intermediaries or brokers) with a General Code of Conduct and was introduced to assist you in making informed decisions about the insurance products that you purchase. It also aims to ensure that your Product Supplier and Financial Services Provider render financial services honestly, fairly, with due skill, care and diligence and in your interests and the integrity of the financial services industry. Other products and services that Biddulphs provides are not regulated by The Financial Advisory and Intermediary Services Act (FAIS)